

IMPACT OF COVID-19:

MODIFICATIONS TO OUR PICKUP AND DELIVERY SERVICES

As a result of the COVID-19 pandemic, governmental actions and related circumstances beyond our control, effective now and until further notice, we're making the following modifications to our service level guarantees for pickup and delivery services.



RETRIEVALS & PICK-UPS

SUMMARY OF MODIFICATIONS

ORDER TYPE	BEFORE	NOW	TRANSPORT
Retrievals (2 or less items)	24 hr	48 hr	3rd Party
Retrievals (3 or more items)	24 hr	1x/week	Iron Mountain
Rush Orders	No Change	No Change	Iron Mountain
Pick-Ups	48 hr	1x/week	Iron Mountain

1. STANDARD DELIVERY

- > Eliminating Next Day and Half Day services.
- > Timelines are dependent on the size of the order:
 - Deliveries of 2 or less items will be delivered via a third party within 2 business days.
 - Deliveries of 3 or more items will be delivered on a fixed weekly schedule.
 - o Local markets will communicate fixed weekly schedules.

2. RUSH and RUSH AFTER HOURS

- > Deliveries are unchanged.
- > Current **RUSH** Service: Order between 8:00 AM and 3:00 PM, deliver within 3 hours.
- > Current **RUSH AFTER HOURS** Service: Order after 3:00 PM or before 8:00 AM, deliver within 4 hours.

3. PICK-UPS

- > All **PICK-UPS** will be serviced on a fixed weekly schedule.
 - Local markets will communicate fixed weekly schedules.

NOTE: Special accommodations will be made for healthcare customers in light of the COVID-19 crisis.



OTHER SERVICES

IMAGE ON DEMAND (Digital Delivery) is unchanged

- > Current Service:
 - Order by 3:00 PM, deliver next day by 5:00 PM
- > Have your critical business records digitized on-demand and delivered in a secure digital format. Simply place your request via your Iron Mountain Connect™ account.
 - Need an account? Email askcustomerservice@ironmountain.com to request an account.

SUPPLY ORDERS will be serviced on a fixed weekly schedule.

- > Local markets will communicate fixed weekly schedules.